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## **TERMS OF REFERENCE:**

**APPOINTMENT OF A SERVICE PROVIDER TO RENDER TRANSCRIPTION AND INDEXING SERVICES FOR TRANSCRIPTION OF TRIBUNAL HEARING CASES FOR A PERIOD OF THREE (3) YEARS**

**RFQ NUMBER: 1270**

**CLOSING DATE: 19 FEBRUARY 2026 @ 11H00**

**VALIDITY PERIOD: 60 DAYS**

**NB: On the last page of this document the bidder needs to declare and indicate that they have read and understood the document in full.**

**NB: Proposals must be submitted via email to [scm@companiestribunal.org.za](mailto:scm@companiestribunal.org.za)**

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## 1. INVITATION

The Companies Tribunal (the Tribunal) invites suitable service providers to render transcription and indexing services for Tribunal hearings for a period of three (3) years. Service providers are requested to submit their proposals for the service as detailed in the specification hereunder.

## 2. BACKGROUND

The Companies Tribunal (the Tribunal) is an agency of the Department of Trade, Industry and Competition (**the dtic**). The Tribunal is established in terms of the Companies Act No 71 of 2008 (the Act) and its role is to adjudicate on applications and make orders in terms of the Act as well as resolve disputes through mediation, conciliation and arbitration.

## 3. SCOPE OF WORK

To render transcription and indexing services for Tribunal hearings for a period of three (3) years

## 4. DELIVERABLES

4.1. Deliverables for transcription services must be carried out as follows:

- 4.1.1. Normal transcription: any transcription for a normal course of business to be submitted electronically within five (5) working days of the request
  - 4.1.2. Overnight e-transcription: any request for a transcript that is noted as ordered by the presiding officer to be submitted electronically by 09h00 the following morning
  - 4.1.3. The service provider must provide transcription service in English
  - 4.1.4. The person who prepares the transcription shall be required to certify the transcription as having been made to the best of her/ his ability as being a true and accurate record of the proceedings
  - 4.1.5. Transcription must be provided in word version together with transcriber`s certificate
  - 4.1.6. Company should demonstrate the ability to render service in different provinces
  - 4.1.7. Transcription documents must be sent to Registrar
- 4.2. The transcript must meet the following criteria
- 4.2.1. Typed in size 12 Arial font
  - 4.2.2. Typed in double line spacing and
  - 4.2.3. With a maximum number of 25 lines per page

4.3. Page layouts and margin must adhere to the following

4.3.1. Paper size A4

4.3.2. Portrait

4.3.3. Top: 2.54cm

4.3.4. Bottom: 2.54cm

4.3.5. Left: 4.00cm

4.3.6. Right: 2.54cm

4.3.7. Gutter: 0.00cm

4.3.8. Gutter position: Left

4.4. An error in the transcript is defined as including the following items

4.4.1. Mis-spelt word

4.4.2. Omitted word

4.4.3. Extra word inserted

4.4.4. Mistaken identity of the speaker

4.4.5. Wrong punctuation which alters the meaning of the text

4.4.6. Transcription format not adhered to

## **5. GENERAL REQUIREMENTS**

- Company profile with years of experience.
- CVs of personnel with extensive years of experience in transcription services.
- Detailed Project plan.
- Relevant Reference letters.

## **6. EVALUATION PROCESS**

CT will evaluate all proposals in terms of the Preferential Procurement Policy Framework Act. No. 5 of 2000 (PPPFA). 3 phase evaluation criteria will be considered in evaluating the bid as follows:

## Phase 1: Pre-Qualification Criteria (Mandatory requirements)

This stage checks and validates the bidder's compliance with legal requirements to conduct business with the government of South Africa.

All proposals duly lodged will be examined to determine compliance with bidding requirements and conditions (completion and attachment of compulsory documents). NB: No points will be allocated to this stage; however, bidders that do not comply with the Mandatory requirements below will be disqualified and will not advance to the next stage of evaluation.

Pre-Qualification Requirements	Check list √ Tick each box
SBD 1: Completed, attached and signed	
SBD 3.3: Completed, attached	
SBD 4: Completed, attached and signed	
SBD 6.1: Completed, attached and signed	
Terms of Reference document: Completed, attached and signed	
General Conditions of Contract: Initialled and attached	
Proof of registration on Central Supplier Database (managed by National Treasury) a report <b>not older than a month of the date of submission</b> must be submitted	
Professional affiliations: NO	

**Note: All SBD forms must be submitted (signed) noting where it is not applicable. If any specific SBD form is not submitted, documentary proof clearly stating the reasons must be attached.**

*Failure to adhere to the above conditions will invalidate the proposal.*

Bidders must also supply the following documents (where applicable).

Other Requirements	Check list √ Tick each box
Valid B-BBEE Certificate or (attach certified copy) or Sworn Affidavit	
Company Registration documents	

### a. Phase 2: Functional/Technical Evaluation

Only bidders that have met the pre-qualification criteria will be evaluated for functional evaluation. In this phase the evaluation will be based on the bidder's responses in respect of the bid proposal. Prospective bidders who score a minimum of **65 points** or more will be considered for the next phase 3 (Pricing and Specific Goals).

All proposals will be evaluated for functionality as follows:

Item Number	Functionality Criteria	Weights
1.	<p><b>Company information and relevant experience</b></p> <p>History/background of the bidder including the company profile with years of experience in transcription services</p> <ul style="list-style-type: none"> <li>• 1-5 years = <b>10 points</b></li> <li>• More than 5 years to 10 years = <b>15 points</b></li> <li>• More than 10 years = <b>20 points</b></li> </ul>	20
2	<p><b>The bidder's ability to render transcription services</b></p> <p>CVs of personnel with extensive years of experience in transcription services</p> <ul style="list-style-type: none"> <li>• 1-5 years = <b>10 points</b></li> <li>• More than 5 years to 10 years = <b>15 points</b></li> <li>• More than 10 years = <b>20 points</b></li> </ul>	20

3.	<p><b>Bidder`s ability to deliver transcription services (project plan)</b></p> <ul style="list-style-type: none"> <li>• The bidder to provide a detailed project plan that demonstrates its readiness to provide transcription services through description of operating system in the company and the name of the applicable software</li> <li>• Demonstration on the ability to deliver urgent transcription</li> <li>• Demonstrate Security of information</li> <li>• Demonstrate the ability to render service in different provinces</li> </ul>	45
4	<p><b>References</b></p> <p>Provide relevant written reference letters with contactable details about where a similar project was undertaken</p> <ul style="list-style-type: none"> <li>• 1-3 letters = <b>5 points</b></li> <li>• 4-6 letters = <b>10 points</b></li> <li>• More than 6 letters = <b>15 points</b></li> </ul>	15
<b>TOTAL</b>		<b>100</b>
<b><i>Minimum threshold for technical (functionality)</i></b>		<b>65</b>

**A Point scoring system would be utilized as follows:**

<b>Score</b>	<b>Description</b>
1	Does not meet requirements, or no information supplied.
2	Meet some of the requirements
3	Almost meet all requirements
4	Fully meet all requirements
5	Exceeds all requirements

### Phase 3: Price and Specific Goals

- All quotations up to the rand value of R 50 000 000.00 including all applicable taxes will be evaluated on the 80/20 principle as prescribed by the Preferential Procurement Policy Framework Act 5 of 2000 and its Regulations.
- **NB** - Bidders are required to submit original and valid B-BBEE Status Level Verification Certificates or certified copies thereof together with their bids to substantiate their specific goal as stated below. However, Bidders who do not submit B-BBEE Status Level Verification Certificates do not qualify for specific goals points, but they will not be disqualified from the bidding process.
- The lowest acceptable price will score 80 points; the 20 specific goals points will be allocated as follows:

<b>SPECIFIC GOAL</b>	<b>TOTAL POINTS</b>
<b>Percentage (%)</b>	<b>Points (10)</b>
<b>Black Ownership</b>	
91-100	10
81-90	9
71-80	8
61-70	7
51-60	6
41-50	5
31-40	4
21-30	3
11-20	2
1-10	1
0	0
<b>Percentage (%)</b>	<b>Points (4)</b>

<b>SPECIFIC GOAL</b>	<b>TOTAL POINTS</b>
<b>Ownership By Women</b>	
81-100	4
51-80	3
31-50	2
1-30	1
0	0
<b>Percentage (%)</b>	<b>Points (4)</b>
<b>Ownership By Youth</b>	
81-100	4
51-80	3
31-50	2
1-30	1
0	0
<b>Percentage (%)</b>	<b>Points (2)</b>
<b>Ownership By People living with Disability</b>	
51-100	2
1-50	1
0	0

## 7 VALIDITY OF PROPOSALS

- The Supplier is required to confirm that it will hold its proposal valid for 60 days from the closing date of the submission of proposals.

- In exceptional circumstances, CT may solicit the bidder's consent to an extension of the period of the validity of the bid. The request and responses thereto shall be made in writing.

## **8 PROPOSAL SUBMISSION REQUIREMENTS**

- All compulsory documents as stated under point 6 above.
- The bid proposal as per point 3 above
- In case of joint ventures, bidders must provide a clear agreement regarding joint venture/consortia.
- A trust, consortium or joint venture must submit a consolidated B-BBEE status level verification certificate.
- Bidders must submit 1 x original Bid document, and 1 x copy of the original.
- No late bids will be considered.
- It is the bidder's responsibility to ensure that the bid is sent to the correct physical address and that it is received by CT before the closing date and time in CT's dedicated tender box or physical address. The office hours are 08h00 to 16h00 from Monday to Friday, except on public holidays.

Proposals must be submitted to the Tribunal to the following email address:

emailed to [scm@companiestribunal.org.za](mailto:scm@companiestribunal.org.za)

## **9 PRICING**

- Only a firm pricing schedule will be accepted for this tender (Completed form SBD 3.1)
- The quoted price should be in South African Currency and must include all taxes.
- The quoted price must be valid for a period of 60 days from the closing date of the bid.
- The Tribunal will not be liable for any cost incurred in the preparation of proposals.

- Payment will be made within 30 days after receipt of the valid original tax invoice.

## **10 DISCLAIMER**

The Tribunal reserves the right to

- Award the contract or any part thereof to one or more service providers
- Reject all bids
- Decline to consider any bids that do not conform to any aspect of the bidding process
- Request further information from any service provider after the closing date, for clarification purpose
- The Tribunal reserves the right at any time to visit the premises of the bid proposer if deemed necessary to ensure security of the information.
- Any false declaration of information will result in the exclusion of the bid proposal from consideration.

## **11. NOTES TO BIDDERS**

This section outlines basic requirements that must be met. Failure to meet these requirements or part thereof may result in your proposal being excluded from the evaluation process

- Proposal documents must be submitted to the Tribunal
- The Tribunal will not be liable for any cost incurred by the bidder in the preparation of proposals
- Evaluation of proposals will be carried out by the Tribunal. The Bid Evaluation Committee will, if necessary, contact bidders to seek clarification on any aspect of the proposals.
- Service providers must sign the register at the reception when the proposal is submitted

## 12. ENQUIRIES

Technical: Mr S Magwasha 012 394 3071 OR e-mail to [Smagwasha@companiestribunal.org.za](mailto:Smagwasha@companiestribunal.org.za)

Supply Chain Management: Dikeledi Rathlogo (012) 394 3680 OR email [SCM@companiestribunal.org.za](mailto:SCM@companiestribunal.org.za)

## 13. APPROVAL

Approval			
	Name and Title	Signature	Date
Approved by:	MI MATHATHO ACTING COO		11/02/2026

## 14. DECLARATION BY THE BIDDER

I, ..... (Full names)  
the undersigned certify that the information provided is true and correct, and understood  
the contents of the document in full.

SIGNATURE :

DATE: